



COUNTY OF SAN DIEGO

**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

AGING PROGRAM SPECIALIST I	Class No. 005203
AGING PROGRAM SPECIALIST II	Class No. 005204
AGING PROGRAM SPECIALIST III	Class No. 005205
AGING PROGRAM SPECIALIST IV	Class No. 005206

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■ CLASSIFICATION PURPOSE

To assist public and private agencies in the development of service programs for healthy and frail senior citizens and the disabled; to assess and monitor the psychological, physical and social needs of frail, at-risk clients; to negotiate, evaluate and monitor service contracts of service provider agencies; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Aging Program Specialist is a professional social work class series found only in the Health and Human Services Agency (HHSA), Aging and Independence Services.

Aging Program Specialist I: This is the entry-level class in the Aging Program Specialist series. Under immediate supervision, incumbents are responsible for providing information, performing client screening to determine needs and appropriate program service referrals, or assisting agencies in developing, organizing and monitoring service programs.

Aging Program Specialist II: This is the journey/lead worker class in the series. Under general supervision, incumbents perform as case managers to ensure client needs are met by developing and monitoring case plans. Incumbents may act as contract managers monitoring service provider contracts for compliance with terms, conditions and regulations or act as lead workers providing technical guidance, training and information to subordinate specialists and/or clients.

Aging Program Specialist III: This is the first-line supervisory level class. Under direction, incumbents supervise the activities of a unit of Aging Program Specialists or are responsible for a program area having countywide significance.

Aging Program Specialist IV: This is the second-line supervisory class. Under direction, incumbents are responsible for supervising, through subordinate supervisors, the activities of a section of professional staff that have responsibility for a countywide program.

■ FUNCTIONS

**The examples of essential functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

1. Screens clients to determine needs and appropriate program service referrals.
2. Assists public and private agencies and organizations in finding ways to fill service gaps.
3. Develops and assesses programs.
4. Assists agencies in preparing funding requests and locating funding sources.
5. Assists in establishing and maintaining linkages between agencies and groups that provide service to elderly/disabled adults.
6. Provides information and referrals to the public.
7. Maintains records and prepares reports.
8. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

#### Aging Program Specialist II

##### Essential Functions:

All of the functions listed above and

1. Conducts eligibility assessments for medical and other government funded health and human services programs.
2. Determines client needs and develops an appropriate case plan.
3. Arranges for services from community providers.
4. Monitors and evaluates client costs to ensure cost containment.
5. Maintains client records.
6. Reviews monthly progress reports and claims for compliance with contract terms and accuracy of billing.
7. Serves as a lead worker over staff responsible for providing information and assistance and performing centralized intake and adult abuse reporting.
8. Provides screening activities for client eligibility for department case management programs.
9. Visits program centers to ensure operation is in compliance with grant regulations and contract terms.
10. Serves on special task forces related to housing, employment, education and substance abuse.
11. Develops and plans special events or programs.
12. Serves as project leader in programs such as the Nursing Home Ombudsman Program.
13. Performs moderately complex individual assignments or direct service projects.

#### Aging Program Specialist III

##### Essential Functions:

All of the functions listed above and

1. Assigns, reviews, monitors and evaluates the work of subordinate staff.
2. Plans and directs the activities of a unit of professionals managing cases or monitoring contracts and service agreements.
3. Prepares and oversees the implementation of corrective action plans which resulted from non-compliance with service agreement provisions.
4. Participates in both the contractor selection and contract evaluation processes.
5. Reviews cases and advises staff on appropriate levels of service to clients.
6. Assists in the preparation of complex and sensitive funding proposals.
7. Analyzes census and other statistical information.
8. Assists in the preparation of an annual plan for the County's Aging and Independence Services.
9. Develops strategies and tools for identifying available resources.
10. Develops various publications pertaining to the agency's services.

#### Aging Program Specialist IV

##### Essential Functions:

All the functions listed above and

1. Plans, organizes and evaluates the operation of a section of professional staff responsible for one or more functional areas.
2. Prepares section budget and monitors expenditures; may assist in preparing AIS budget plan.

3. Develops and monitors performance standards and insures the quality of work of the section.
4. Coordinates activities with other sections and units.
5. Resolves sensitive problems and complaints from citizens and contract agencies.
6. Prepares correspondence and reports for the Board of Supervisors and funding bodies as necessary.
7. Plans and evaluates services to the elderly, and/or disabled adults.

#### ■ KNOWLEDGE, SKILLS AND ABILITIES

##### Knowledge of:

The following applies to all classes:

- Dynamics of the aging process.
- The special needs of the disabled and the community resources available to meet client needs.
- Laws, regulations and programs pertaining to long term care.
- The Older Americans Act and the regulations that govern it.
- The organization and functions of County departments.
- The Federal, State and County legislative processes pertaining to the mandates and functions of Aging and Independence Services.
- County customer service objectives and strategies.

##### Aging Program Specialist II (in addition to the above):

- Case management methods and techniques.
- Rules, regulations and methods of contract negotiation and management.
- Technical guidelines for the County's Aging and Independence Services.
- Training techniques.

##### Aging Program Specialist III and Aging Program Specialist IV (in addition to the above):

- Statistical and budgeting principles and methods.
- The General Management System (GMS) in principle and in practice.
- Principles and techniques of supervision and training.

##### Skills and Abilities to:

The following apply to all classes:

- Analyze problems and make sound recommendations for solutions.
- Interpret and apply grant rules and regulations to monitor contracts and service agreements.
- Assist groups to identify needs and develop programs to fill service gaps.
- Establish and maintain effective working relations with clients, co-workers and members of the public to include persons of diverse cultural and socio-economic backgrounds.
- Prepare reports and grants.
- Communicate effectively orally and in writing.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed service through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendation.

##### Aging Program Specialist II (in addition to the above):

- Ability to provide technical guidance, training and information to subordinate specialist and/or clients.

##### Aging Program Specialist III (in addition to the above):

- Assign, review, monitor and evaluate the work of subordinates.
- Plan, organize and monitor the activities of a unit/section.

##### Aging Program Specialist IV (in addition to the above):

- Accomplish organizational goals through management of subordinate staff.
- Supervise through subordinate supervisors the activities of a section of professional staff that have responsibility for a county-wide program.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

A bachelor's degree from an accredited college or university in gerontology, psychology, social work or related behavioral or social science field of study, AND:

Aging Program Specialist I: One (1) year of professional experience with an agency serving the elderly and/or the disabled. Completion of at least nine (9) graduate units in gerontology or social work may be substituted for the experience requirement.

Aging Program Specialist II: Two (2) years of professional experience working with senior and/or disabled citizens.

Aging Program Specialist III: Four (4) years of professional experience working with senior and/or disabled citizens, two years of which is at the level of Aging Program Specialist II with the County of San Diego.

Aging Program Specialist IV: Six (6) years of professional experience working with senior and/or disabled citizens, two years of which must be at a supervisory level comparable to Aging Program Specialist III with the County of San Diego.

**Note:** Qualifying experience may include internships, work-study or volunteer experience, social work in adult protective services, in-home services, conservatorship or public guardian performing duties related to case management, contract monitoring, program development and community organization, community resource information and referral, or long term care management.

For the Aging Program Specialist II, III and IV levels, a master's degree in gerontology, social work or a similar social science can substitute for one (1) year of the experience requirement.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Constant: upward and downward flexion of neck. Frequent: sitting, bending and stooping, twisting of waist, side-to-side turning of neck. Fine finger dexterity to operate keyboards and writing materials. Occasional: walking and standing.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

### Certification/Registration

None required.

### Working Conditions

Office environment; exposure to computer screens.

### Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

### Probationary Period

Aging Program Specialist I, II, and III shall serve a probationary period of 6 months. Aging Program Specialist IV shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: April 26, 1985**  
**Revised: July 10, 1985; July 18, 1985; October 24, 1986; August 21, 1987; March 3, 1989 (Class No. 005203)**  
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**Reviewed: Spring 2003**  
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**Revised: June 11, 2004**  
**Revised: November 24, 2004**  
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Aging Program Specialist I (Class No. 005203)	Union Code: PS	Variable Entry: Y
Aging Program Specialist II (Class No. 005204)	Union Code: PS	Variable Entry: Y
Aging Program Specialist III (Class No. 005205)	Union Code: MM	Variable Entry: Y
Aging Program Specialist IV (Class No. 005206)	Union Code: MA	Variable Entry: Y